

East Asia and Pacific
IRC BASIC SKILLS WORKSHOP
August 3 - 6, 2004
Bangkok, Thailand

GOALS AND OBJECTIVES

- Develop and enhance core skills required of IRC staff.
- Review the resources available to the IRC as an integral component of the overall Public Diplomacy mission.
- Learn to utilize IIP's products and services, including the centrally funded online databases, in the most efficient and cost-effective manner.
- Understand the reference and research process and strategies to enhance the effectiveness of the Post's information capabilities.
- Provide a cooperative environment (network) where EAP IRC staff can exchange ideas and strategies.

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AGENDA

TUESDAY
August 3, 2004

08:00 – 08:30 **Meet at Intercontinental Hotel, Oasis Room, 37th Floor**

Welcoming Remarks

Mark Larsen, Counselor for Public Affairs, Embassy Bangkok

08:30 – 09:30 **Administrative Briefing & Program Overview**
Introduction of Participants

Stephen Mallinger, IRO Bangkok

09:30 – 10:30 **The Information Resource Center: Adding Value to Diplomacy**

Elizabeth Leonard, IRO Tokyo

Mike Huff, IRO Beijing

Participants will review the IRC's key mission, examine concepts of Public Diplomacy (PD) and how the IRC supports PD programs. The session will include the organizational structure of IIP and EAP PD.

10:30 – 11:00 **Break and Group Photo – Lower Lobby**

11:00 – 12:30 **IRC Support Services & Resources**

Luella Davis, IRO Bangkok

Stephen Mallinger, IRO Bangkok

Participants will review the services and resources available to IRCs through the Department of State.

12:30 – 13:30 **Lunch at International Buffet, Espresso Restaurant, Mezzanine Level**

13:30 – 15:00 **Introduction to Research and Reference**

Lynne Scheib, Reference Specialist, IIP/G/GIC

This session provides an introduction to the reference and research process from the initial reference interview to the presentation and delivery of the information requested. Various techniques and strategies will be demonstrated and discussed. Examples of effective reference and research will be highlighted.

15:00 – 15:30 **Break**

15:30 – 17:00 **Introduction to Research and Reference (Continued)**

18:00 – 19:30 **Welcome Reception (with cash bar), Oasis Room**

WEDNESDAY
August 4, 2004
US Embassy, Computer Training Room, 2nd Floor

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|----------------------|---|
| 08:00 | Depart Hotel – Shuttle to Embassy
Don't forget your Embassy badge! |
| 08:30 – 10:00 | IIP-Funded Databases: Lexis Nexis
Lynne Scheib, Reference Specialist, IIP/G/GIC

This is a basic introduction to Lexis Nexis. Participants will learn effective search strategies, customizing features and how to use the database's training tools. |
| 10:00 – 10:30 | Break |
| 10:30 – 12:30 | IIP-Funded Databases: Lexis Nexis (Continued) |
| 12:30 – 13:30 | Lunch at Embassy Verandah |
| 13:30 – 15:00 | IIP-Funded Databases: Factiva
Lynne Scheib, Reference Specialist, IIP/G/GIC

This is a basic introduction to Factiva. Participants will learn effective search strategies, customizing features and how to use the database's training tools. |
| 15:00 – 15:30 | Break at Bangkok IRC, 1st Floor |
| 15:30 – 17:00 | IIP-Funded Databases: Factiva (Continued) |
| 17:00 | Depart Embassy – Shuttle back to Intercontinental Hotel |

THURSDAY
August 5, 2004

Morning – Intercontinental Hotel, Oasis Room, 37th Floor
Afternoon – US Embassy, Computer Training Room, 2nd Floor

- 08:00** **Meet at Intercontinental Hotel, Oasis Room, 37th Floor**
- Introduction to the US Government**
Elizabeth Leonard, IRO Tokyo
- This is an introduction to the United States Government with a focus on the three branches of the government: Executive, Legislative and Judicial.
- 09:30 – 10:00** **Break**
- 10:00 – 11:30** **How to Find Law and Legislation**
Mike Huff, IRO Beijing
- Participants will explore various online resources for federal, state and local legislation, including official government sites (GPO Access, Thomas) and commercial web sites (Findlaw).
- 11:30 – 12:30** **Lunch at International Buffet, Espresso Restaurant**
- 12:30** **Depart Hotel – Shuttle to Embassy**
Don't forget your Embassy badge!
- 13:00 – 15:00** **The "Other" IIP-Funded Databases**
Lynne Scheib, Reference Specialist, IIP/G/GIC
- Federal News Service, Leadership Directories, Stat-USA and others.
- 15:00 – 15:30** **Break at Embassy Verandah**
- 15:30 – 17:00** **Exercises in Database Searching**
Lynne Scheib, Reference Specialist, IIP/G/GIC
- Participants will be given exercises to utilize the knowledge gained from databases that were introduced in earlier sessions.
- 17:00** **Depart Embassy – Shuttle back to Intercontinental Hotel**
Pick-up Embassy badge upon departure.
- 18:00** **Group Activity & Dinner**

FRIDAY
August 6, 2004

Intercontinental Hotel, Oasis Room, 37th Floor

08:00 Meet at Intercontinental Hotel, Oasis Room, 37th Floor

How to Find Official USG Policy Quickly

Stephen Mallinger, IRO Bangkok

Participants will be introduced to several key websites that focus on current official USG foreign and domestic policy.

09:00 – 10:00

Copyright & Fair Use

Luella Davis, IRO Bangkok

Supiengpitch (Sue) Bhuyatorn, IRC Assistant, Bangkok

IRO will explain current copyright policies while an IRC staff member will examine important copyright issues in document delivery that the Bangkok IRC frequently encounters.

10:00 – 10:30

Break

10:30 – 11:30

Inreach & Outreach: Strategies & Techniques

Luella Davis, IRO Bangkok

Baralee (Gee) Sukontarangsi, IRC Assistant, Bangkok

A panel will discuss outreach strategies and techniques used in Bangkok's IRC.

11:30 – 12:30

Lunch at International Buffet, Espresso Restaurant

12:30 – 14:00

Outreach Exercise

Luella Davis, IRO Bangkok

Stephen Mallinger, IRO Bangkok

(Each IRO will participate on a team.)

Participants will work in teams to develop an outreach program for a hypothetical IRC. The team will define the goals, resources and products.

14:00 – 14:30

Break

14:30 – 15:30

Outreach Group Presentations

Teams will present their programs to the group.

15:30 – 16:30

Evaluation and Wrap-Up

Awarding of Certificates

Luella Davis, IRO Bangkok